

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
(12) S1	(579) 4	705/10.ccls. (survey or question\$) with (customer or client) with (satisfaction or satisfied) with (management or manager)	USPAT	OR	ON	2005/08/30 09:21 2005/07/22 10:35
S2	0	(survey or question\$) with (customer or client) with (satisfaction or satisfied) with ((follow adj up) or forward)	USPAT	OR	OFF	2005/07/21 16:57
S3	(23)	(survey or question\$) with (customer or client) with ((follow adj up) or forward)	USPAT	OR	OFF	2005/07/21 16:57
S4	(21)	(survey or question\$ or complaint or concern) with (customer or client) with (follow adj up)	USPAT	OR	OFF	2005/07/22 11:31
S5	0	((customer or client) near satisfaction) with (action adj plan)	USPAT	OR	OFF	2005/08/26 10:33
S6	0	((customer or client) near (complaint or dissatisf\$)) with (action adj plan)	USPAT	OR	OFF	2005/07/22 11:33
S7	(13)	((customer or client) near (complaint or dissatisf\$)) with (resolution or plan)	USPAT	OR	OFF	2005/07/22 11:33
S8	(18)	((customer or client) near (complaint or dissatisf\$)) with (resolution or plan)	USPAT	OR	ON	2005/07/22 11:45
S9	(8)	("20020002475"   "20020002488"   "20020019754"   "20020120642"   "5680305"   "6029144"   "6067549"   "6163732").PN. OR ("6912502").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/07/22 11:34
S10	(43)	((customer or client) near (satisf\$ or problem)) with (resolution or plan)	USPAT	OR	ON	2005/07/22 14:01
S11	(1)	(survey or questionnaire) with (language near preference)	USPAT	OR	ON	2005/07/22 14:02
S12	(156)	(survey or questionnaire) with language	USPAT	OR	ON	2005/07/22 14:02
S13	(3)	(survey or questionnaire) with (language and translation)	USPAT	OR	ON	2005/07/22 15:56
S14	(200)	(action adj plan)	USPAT	OR	ON	2005/07/22 15:57
S15	(1)	(action adj plan) with score	USPAT	OR	ON	2005/07/22 15:57
S16	(61)	satisfaction near (survey or question\$)	USPAT	OR	ON	2005/08/20 10:16
S17	187	705/10.cor.	USPAT	OR	OFF	2005/07/27 16:25

S18	(2)	S17 and (action near plan)	USPAT	OR	OFF	2005/07/27 16:25
S19	(3)	S17 and (action near plan)	USPAT	OR	ON	2005/07/27 16:28
S20	(43)	S17 and (strategy or strategies or plan or method) and improvement	USPAT	OR	ON	2005/07/27 16:29
S21	(26)	S17 and (strategy or strategies or plan or method) and improvement and (survey or questionnaire or assessment or evaluation)	USPAT	OR	ON	2005/07/27 16:30
S22	(20)	S17 and (strategy or strategies or plan) and improvement and (survey or questionnaire or assessment or evaluation)	USPAT	OR	ON	2005/07/27 16:32
S23	(137)	((customer or client) near satisfaction) and (strategy or strategies or plan) and improvement and (survey or questionnaire or assessment or evaluation)	USPAT	OR	ON	2005/07/27 16:32
S24	(135)	((customer or client) adj satisfaction) and (strategy or strategies or plan) and improvement and (survey or questionnaire or assessment or evaluation)	USPAT	OR	ON	2005/07/27 16:33
S25	(87)	((customer or client) adj satisfaction) and (strategy or strategies or plan) and improvement and (survey or questionnaire or assessment or evaluation) and (score or rating)	USPAT	OR	ON	2005/08/24 14:00
S26	(77)	((customer or client) adj satisfaction) and (survey or questionnaire or assessment or evaluation) and (follow adj up)	USPAT	OR	ON	2005/07/27 16:57
S27	(12)	((customer or client) adj satisfaction) and (employee near performance)	USPAT	OR	ON	2005/08/20 09:15
S28	(6)	("5991595"   "6052512"   "6259890"   "6442370"   "6539404"   "6615182").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/07/27 16:55
S29	250	((customer or client) with survey or questionnaire or assessment or evaluation) and (follow adj up) and manager	USPAT	OR	ON	2005/07/27 16:57
S30	(10)	(customer near relationship) with (satisfaction or satisfied)	USPAT	OR	ON	2005/08/10 11:04
S31	(8)	(customer near relationship) and ((satisfaction or satisfied) with (survey or questionnaire or assessment))	USPAT	OR	ON	2005/08/10 11:04

S32	7	("4345315"   "5041972"   "5124911"   "5278751"   "5734890"   "5822744"   "5963910").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/08/10 11:05
S33	30	("3995254"   "4093821"   "4345315"   "5041972"   "5077785"   "5179624"   "5278751"   "5294781"   "5305196"   "5315093"   "5331544"   "5384894"   "5401946"   "5444820"   "5537618"   "5636285").PN. OR ("5822744").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/08/10 14:13
S34	16	("5848396" "5895450" "5909669" "5963910" "5966695" "5999908" "6009406" "6012051" "6026390" "6061658" "6064978" "6067525" "6070142" "6070145" "6070147" "6073112").pn.	USPAT	OR	OFF	2005/08/10 14:15
S35	8	("5495412").PN. OR ("5895450").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/08/10 14:54
S36	223	(survey or questionnaire) with (language or translation)	USPAT	OR	ON	2005/08/20 09:16
S37	2	(survey or questionnaire) with language with translation	USPAT	OR	ON	2005/08/20 09:17
S38	6	(survey or questionnaire) with language with translat\$	USPAT	OR	ON	2005/08/20 09:19
S39	2	(survey or questionnaire) with language with preference	USPAT	OR	ON	2005/08/20 09:19
S40	13	("20020091817"   "4726056"   "5185785"   "5758071"   "5905868"   "5923741"   "5926794"   "6112239"   "6418467"   "6449588"   "6463454"   "6516350"   "6643614").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/08/20 09:20
S41	1	((customer or client) near (survey or questionnaire)) and ((strategy or strategies or plan) with (score or rating)) and improvement	USPAT	OR	ON	2005/08/20 09:41
S42	8	((customer or client) near (survey or questionnaire)) and ((strategy or strategies or plan) with (score or rating))	USPAT	OR	ON	2005/08/20 09:42
S43	24	((customer or client) near (survey or questionnaire)) and ((strategy or strategies or plan) with (evaluat\$ or assess\$ or scor\$ or rating))	USPAT	OR	ON	2005/08/20 09:45

S44	3	((customer or client) near (survey or questionnaire)) and ((resolution) with (evaluat\$ or assess\$ or scor\$ or rating))	USPAT	OR	ON	2005/08/20 09:45
S45	16	((customer or client) near (survey or questionnaire)) and ((resolution or solution) with (evaluat\$ or assess\$ or scor\$ or rating))	USPAT	OR	ON	2005/08/20 09:45
S46	8	("20020002475"   "20020002488"   "20020019754"   "20020120642"   "5680305"   "6029144"   "6067549"   "6163732").PN. OR ("6912502").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/08/20 09:47
S47	18	(customer or client) near (follow adj up)	USPAT	OR	OFF	2005/08/20 09:56
S48	288	705/10.ccls. and (survey or questionnaire or assessment or evaluation)	USPAT	OR	OFF	2005/08/20 10:04
S49	264	((evaluat\$ or assess\$ or score\$ or rate or rating or rated) near (resolution or solution)) and (customer or client or patron)	USPAT	OR	OFF	2005/08/20 10:05
S50	40	((evaluat\$ or assess\$ or score\$ or rate or rating or rated) near (resolution or solution)) and (customer or client or patron) and (survey or questionnaire)	USPAT	OR	OFF	2005/08/20 10:08
S51	28	((evaluat\$ or assess\$ or score\$ or rate or rating or rated) near (resolution or solution)) and ((customer or client or patron) with (complaint or satisfaction or comment or impression or concern))	USPAT	OR	OFF	2005/08/20 10:11
S52	57	((evaluat\$ or assess\$ or score\$ or rate or rating or rated) near (response or outcome)) and ((customer or client or patron) with (complaint or satisfaction or comment or impression or concern))	USPAT	OR	OFF	2005/08/20 10:14
S53	20	(evaluat\$ or assess\$ or score\$ or rate or rating or rated) near (customer near service)	USPAT	OR	OFF	2005/08/20 10:14
S54	247	satisfaction near (survey or question\$)	US-PGPUB; USPAT	OR	ON	2005/08/20 10:16
S55	58	(satisfaction near (survey or question\$)) and (follow adj up)	US-PGPUB; USPAT	OR	ON	2005/08/20 10:21

S56	(2)	((customer or client or patron) near (survey or questionnaire or evaluation)) and flag\$ with (follow adj up)	US-PGPUB; USPAT	OR	ON	2005/08/20 10:27
S57	1103	((action adj plan) or resolution or solution) with score	US-PGPUB; USPAT	OR	ON	2005/08/20 10:27
S58	(32)	S57 and ((customer or patron) with (survey or opinion or questionnaire or concern or evaluation))	US-PGPUB; USPAT	OR	ON	2005/08/20 10:32
S59	2878	crm	US-PGPUB; USPAT	OR	ON	2005/08/20 10:32
S60	1386	customer near relationship near management	US-PGPUB; USPAT	OR	ON	2005/08/20 10:32
S61	(97)	((customer or client) adj (feedback or satisfaction or recommendation or opinion)) and (strategy or strategies or plan) and improvement and (survey or questionnaire or assessment or evaluation) and (score or rating)	USPAT	OR	ON	2005/08/24 14:55
S62	(2)	(evaluate or assess or rate or rank) with (action adj plan)	USPAT	OR	ON	2005/08/24 14:56
S63	(3)	(score or evaluate or assess or rate or rank) with (action adj plan)	USPAT	OR	ON	2005/08/24 15:41
S64	3874	(score or scoring or evaluat\$ or assess\$ or rate or rank) with (strategy or (action adj plan))	USPAT	OR	ON	2005/08/24 14:56
S65	(53)	S64 and (customer near (satisfaction or complaint or survey or questionnaire))	USPAT	OR	ON	2005/08/24 14:57
S66	(3)	(success\$ or unsuccess\$) with (action adj plan)	USPAT	OR	ON	2005/08/24 15:41
S67	(125)	(survey or questionnaire) with (translat\$)	USPAT	OR	OFF	2005/08/26 09:21
S68	(1)	(survey or questionnaire) with (translat\$) with language	USPAT	OR	OFF	2005/08/26 09:21
S69	223	translation near tool	USPAT	OR	OFF	2005/08/26 10:33
S70	(16)	(translation near tool) with language	USPAT	OR	OFF	2005/08/26 10:33

Set	Items	Description
S1	265	((CUSTOMER OR CLIENT) (S) (SURVEY OR QUESTIONNAIRE OR ASSE- SSMENT) (S) SATISFACTION) AND (ACTION (N) PLAN)
S2	78	S1 AND (FOLLOW (N) UP)
S3	63	RD S2 (unique items)
S4	42	S3 NOT PY>2000
S5	41	S4 AND SCORE
?		

JS 8-30-05  
reviewed KWLC

T S5/3,K/ALL

5/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02366382 115926447

**Application of root cause analysis in a service delivery operational environment A framework for implementation**

Dorsch, Jeffrey J.; Yasin, Mahmoud M.; Czuchry, Andrew J.  
International Journal of Service Industry Management v8n4 PP: 268-289  
1997  
ISSN: 0956-4233 JRNL CODE: SIM  
WORD COUNT: 8566

...TEXT: 33 employees ranging from senior management to line workers was gathered to participate in an **assessment** of XYZ's performance in **customer** focus and **satisfaction** for the business unit. The entire business unit was reviewed to give the researchers a...

...in co-operation with the company's management. Each of these participants was asked to **score** a ten statement summary instrument designed to identify both organizational strengths and improvement opportunities. The...collected during the previous stages of the RCA process. Before the plans were finalized, employee **survey** and usage data were collected and analysed (see Step 3). This feedback mechanism was a...  
...develop the corrective action plans. These plans emphasized ways in which to improve efficiency, internal **customer satisfaction** and perhaps competitive position. The overall plans are summarized as follows:

**Action plan 1.** The XYZ company ensured that one standard package was available to all employees that...

...be missed for those employees who previously had a voicemail configuration without a message indicator.

**Action plan 2.** The message indication apparatus was standardized through the addition of an unorthodox dial-tone...

...of improvement, since the feature could be added without alteration of the existing physical configuration.

**Action plan 3.** A voice activation feature was added that allows employees to place calls to frequently...

...feature made use of existing technology and, as with the "stutter" dial tone described in **Action plan 2**, it could be added without changing the existing physical configuration of the equipment.

**Action plan 4.** The business voicemail package (configuration A) was offered to employees for home use at stemming from the use of systems with differing configurations and features.

**Action plan 5.** A comprehensive orientation, training and follow-on programme that provides XYZ's employees with...

...Berry, 1991; Juran and Gryna, 1993; Wilson et al., 1993). To facilitate this comparison, a **follow - up survey** was undertaken which included the original 750 participants. In addition to internal scrutiny measures and...

...open system orientation as described here is consistent with the

philosophy of CI and improving **customer satisfaction** , both of which are essential to attaining and maintaining operational and strategic competitiveness. This approach...

5/3,K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02316331 86064716

**AT&T (UK): negotiating quality through customer communications**

John Foxton

Managing Service Quality v6n5 PP: 20-23 1996

ISSN: 0960-4529 JRNL CODE: MAQ

WORD COUNT: 2293

...TEXT: adding relationships between customers and suppliers. It is a well defined, continuous process of development, **follow - up** , communication and improvement, guided by the systematic use of effective measures.

The shared expectations process...

...both customers and suppliers:

- communicate their expectations of one another;
- set priorities on their expectations;
- **score** actual performance versus expected performance for each expectation;
- review gaps between expected performance and actual...

...action plans and developing measures to track progress in closing the performance gaps;

- agree on **follow - up** procedures to ensure continual improvement.

The process

The process can be used with either new...

...distinct phases:

- (1) pre-planning;
- (2) participating in the shared expectations session;
- (3) implementing the **action plan** using quality improvement methods;
- (4) making continuous improvements

Pre-planning

The first phase consists of...

...other and their perception of the other team's expectations of them.

They will then **score** and prioritize the generated lists and **score** , where appropriate, actual performance versus expected performance. This usually takes the whole morning. After lunch...



...good will look like"). Expected completion dates will be agreed and a date for a **follow - up** meeting will be set. All of the ideas and expectations generated will be collated by...swiftly solved owing to the mutual understanding developed as a result of the workshop and **follow - up** actions.

- David Simons, marketing development manager, Boots the Chemists said:  
"The shared expectations workshop was...

...effort being put in to ensure that they did."

Going beyond customer satisfaction surveys

Many **customer satisfaction** surveys are conducted using a **questionnaire** completed either by post or telephone. While these give scores they rarely identify individual **customer** needs or problems and are, at best, only a snapshot in time, often annually or...

...party specialists or internal marketing departments, neither of whom have any specific knowledge of the **customer**. The data obtained are displayed in many forms and discussed at length, but do you...

...basis of improvement action? Results are also often influenced, either positively or negatively, by recent **customer** experience and may not give a true picture of the **customer**'s level of **satisfaction**.

No real detail is available of the customer's experience of your products or services...

5/3,K/3 (Item 3 from file: 15)  
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01334688 99-84084

**Needs assessment of community-based services for children and youth with emotional or behavioral disorders and their families: Part 1. A conceptual model**

Epstein, Michael H; Quinn, Kevin; Cumblad, Carla; Holderness, Deborah  
Journal of Mental Health Administration v23n4 PP: 418-431 Fall 1996  
ISSN: 0092-8623 JRNL CODE: MHA  
WORD COUNT: 8129

...TEXT: to document and justify the service system's need for additional resources.

In the needs **assessment** model, the core data set is gleaned from case records nominated by each of the...

...agencies. Using the mutually developed target population definition as a guide, each agency reviews their **client** /student roster for children and youth who meet the definition criteria. The resulting agency-specific...

...each agency is fairly represented in the review of records. However selected, each agency's **satisfaction** with its representation on the final list is essential if their collaborative involvement is to...to respondents, and highlights the importance of responding. In order to maximize questionnaire return rates, **follow - up** procedures that prompt responding may need to be implemented.

In the model needs assessment, the...

...quantitative data via a 114-item Likert-type scale that yielded percentage (i.e., obtained **score** over ideal **score** ) scores for each key system of care construct, thus providing the targeted community with feedback...be adopted by the large interagency team. Once specific goals are agreed upon, a complete **action plan** for each goal needs to be written that specifies activities required ...plans have been completed, the interagency team should identify another priority area and develop an **action plan** . For those areas where progress has not occurred, the interagency team needs to review the...

5/3,K/4 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01116345 97-65739

**Banking on people: TQM, service quality, and human resources**

Cowling, Alan; Newman, Karin

Personnel Review v24n7 PP: 25-40 1995

ISSN: 0048-3486 JRNL CODE: PRV

WORD COUNT: 7671

...TEXT: 27] have further criticized conventional courses run by training departments that all too frequently lack **follow up** and assistance in transferring new knowledge to work situations. Such transfer is, of course, essential...a service assistant said "You have to be able to sell to get a good **score** on your appraisal". As evidence that recognition schemes were working in some areas was the...

...a copy to every person in the branch and asked them to put together an **action plan** for themselves". This branch manager might serve as role model to all their branch managers...

...on a quarterly basis and competitors' customers were interviewed for comparison purposes.

In 1993 the **customer satisfaction survey** sent to 40,000 customers elicited a 25 per cent response rate. Dissatisfaction was expressed...

...in the article, as well as pointing up the complex nature of the concept of " **customer satisfaction** ", also examined earlier. In this context it is useful to recall Gronroos's early findings...response to the heading "Quality trainers help me to do my job better" in the **survey questionnaire** showed a consistently high rating, even when downsizing began to impact on morale and staff **satisfaction** from 1993 onwards.

**Customer satisfaction** as measured by its **Customer Service Index** rose from 65 per cent in 1991 to 70 per cent in July...

...senior managers "were not comfortable" with Crosby, and he felt there should have been a **follow - up** programme for all senior managers.

Pre-tax profits almost trebled in 1994. However, in 1993...

5/3,K/5 (Item 5 from file: 15)

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01090458 97-39852

**Reconciling practice and theory: Challenges in monitoring Medicaid managed-care quality**

Gold, Marsha; Felt, Suzanne

Health Care Financing Review v16n4 PP: 85-105 Summer 1995

ISSN: 0195-8631 JRNL CODE: HCF

WORD COUNT: 8477

...TEXT: health plans and other State personnel. It also: (1) asked plans to complete a self- **assessment survey** comparing plan internal QA programs with QARI standards; (2) revised its rules to reflect most...

...plan for increasing the consumer's voice in the system, including planning for a statewide **client satisfaction survey**. Because of the State's contract cycle and administrative delays, external review under QARI was...

...increased consumers' voice through a revised complaint handling and monitoring process and an ongoing (monthly) **client satisfaction survey** (analyzed quarterly). To coordinate QARI with other quality initiatives in the State, Washington holds periodic...this standard. Another admittedly did not have a QA program that functioned well enough to **follow up** on issues identified through its extensive system of clinical indicators.

The last three plans of...detailed standards and extensive corrective action plans. For example, one plan commented that, despite a **score** of 98.5 out of a possible 100 on the review, it still had to write a lengthy corrective **action plan** for several items in which it was deficient, a burden the plan perceived as inappropriate...

5/3,K/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00920154 95-69546

**Measuring customer satisfaction with IS services**

Richardson, T A

Capacity Management Review v22n9 PP: 1-6 Sep 1994

ISSN: 0091-7206 JRNL CODE: PPR

WORD COUNT: 3503

...ABSTRACT: perspective. To obtain the customers' views, a questionnaire listing the key issues and requesting a **score** on a scale of one to 10 for both importance and effectiveness is a simple...

...TEXT: investigate and turn each one into a simple statement and then ask each respondent to **score** each statement out of 10 for both importance and effectiveness. For example, if we were...

...they consider how effectively "information on performance against budget" is provided, again giving it a **score** out of 10 where 1 is totally ineffective and 10 is perfect.

Experience has shown...

...directing considerable effort into improving a service that was considered of little importance to the **customer**, while at the same time IS issues critical to the **customer** were receiving comparatively little attention. For this company the **customer satisfaction survey** was the first step in bridging a communications gap between the IS function and its ...

...key areas in need of improvement they should be discussed with the customer and an **action plan** to address them should be developed together. Some of the actions might be the responsibility...

...is repeated at regular intervals changes can be quantified and the success of actions assessed.

**Follow - up** studies will usually be much easier to conduct than the first one. Instead of identifying...Undoubtedly some new issues will be highlighted as in need of attention and a new **action plan** developed to address the new portfolio of issues.

When measuring changes in **customer satisfaction** it is natural to concentrate on effectiveness. IS management are usually keen to see that the actions they have taken have improved **satisfaction**. However, it is more important to examine those issues that have been addressed but which ...

...risen in demand for improvement, either because they have become more important since the last **survey** or because the **customer**'s expectations have increased.

Whatever the IS department's success in dealing with past problems they can be sure that each **customer satisfaction survey** will throw up new ones to be dealt with. But the IS department that stays...

...issues that are most in need of attention from the customer's perspective.

In any **customer satisfaction survey** it is critical that the **customer** is involved throughout the process. The **satisfaction survey** can be a powerful means of building a good relationship with the **customer**.

IS personnel should also be kept involved and informed, for they will be responsible for...

...To obtain the customer's views a questionnaire listing the key issues and requesting a **score** on a scale of one to ten for both importance and effectiveness is a simple...

...monitor regularly to maintain a focus on the customer's developing needs and revise the **action plan** as necessary.

Measuring customer satisfaction is a vital strategic function for any customer focused department...

5/3,K/7 (Item 7 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
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00836796 94-86188

ISO 9000 - A software market

Wolak, Jerry

Quality v33n3 PP: 44-52 Mar 1994

ISSN: 0360-9936 JRNL CODE: QUA

WORD COUNT: 3547

...TEXT: operational efficiency/productivity, enhanced intercompany

communications, and reduced scrap/rework expense.

Taking an external view, **survey** participants chose higher perceived quality (33.5 percent) as their top choice (Table 3) followed by improved **customer satisfaction**, competitive edge, reduced **customer** quality audits, increased market share, and quicker time to market. (Table 3 omitted)

It's...

...quality system against the 20 elements of the ISO 9000 standards and provides a registration **action plan**. The software is available for ISO 9001 and 9002 and will run on any PC...series of standards. The software's questions give an auditor the opportunity to redirect and **follow - up** with supporting questions. The audit checklist questions are grouped by the ISO 9000 series standard...

...ISO 9000 registration. It gives a company an ISO 900 health check using a fitness **score** and producing an **action plan**. It specifies requirements and schedules registrations activities to acquire early registration. CAS ISO 9000 is...

5/3,K/8 (Item 8 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00803855 94-53247

**The people factor: 6 ways to energize your quality service process**  
Romano, Bob; Sanfilippo, Barbara  
Bank Marketing v25n12 PP: 25-29 Dec 1993  
ISSN: 0888-3149 JRNL CODE: BNM  
WORD COUNT: 3602

ABSTRACT: Six proven strategies for rekindling staff commitment to a bank's goals and **customer** service are critical components of any successful quality service process. They are: 1. Conduct a sales and service climate **survey**. 2. Create a staff **satisfaction** index and build it into the bank's strategic plan. 3. Involve as many employees...  
...TEXT: National Quality Award and in winning a 94 percent "completely satisfied" rating in a recent **customer satisfaction survey**.

At Wal-Mart, Sam Walton's "Rules for Building a Business" Rule #2 states, "Share..."

...actually creating it. Unfortunately, in their quest for success, many banks focus on profit first, **customer satisfaction** second and their staff **satisfaction** last, if at all. Take the mini- **survey** in on page 30 to assess the "people first" culture at your bank. ( **Survey** omitted)

You can use the following six proven strategies to rekindle your staffs commitment to...

...critical that your climate survey results be shared honestly with your staff. More importantly, an **action plan** for resolving problem areas must be established. If employees see their contribution of time and...  
STAFF SATISFACTION INDEX AND BUILD IT INTO YOUR STRATEGIC PLAN

Once you do a climate **survey**, repeat it every year or two and measure your progress. As Federal Express believes, if your staff **satisfaction**

index (SSI) keeps climbing, your **customer satisfaction** will increase and these two factors will have a positive effect on your bank's results.

Make staff **satisfaction** part of your strategic plan. For example, "By 1995, 85 percent of our staff will be very satisfied working at the Happy National Bank," or "We will **score** at least 90 points on our annual climate **survey** ." For those of you who feel this is a soft approach, there are many other...

...very seriously. Norwest Corporation, Xerox Corporation and even the best utility companies monitor their staff **satisfaction** closely. Ken Heiser, President & CEO of First National Bank of Hudson in Hudson, Wis., (\$85...

...community bank has been our stable, experienced staff. It is impossible to build long-term **customer** relationships with short-term employees. High turnover hurts our bottom line because of lost training...

...formed to address obstacles to service or implement a particular component of your service quality **action plan** . An SIT reports to the service council who reviews their work and makes the necessary for implementing our Sales and Service **Action Plan** . With involvement by so many employees, we have created a high energy level around the...

...the service they receive from other departments. Fifty points, for example, may represent a perfect **score** for accounting, data processing or marketing as rated by their fellow workers. We can then say, if any of our support departments **score** within five points of 50, they enjoy a staff dinner or special incentive of their...one visit with the CEO or other senior executive

\* a welcome card or flowers

\* a **follow - up** meeting after 30 days.

## 6. INVEST IN YOUR PEOPLE WITH QUALITY TRAINING

It is amazing...

5/3,K/9 (Item 9 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00598593 92-13766

### BT's Wheel of Fortune

Davey, John; Shepherd, David

Personnel Management v24n1 PP: 40-43 Jan 1992

ISSN: 0031-5761 JRNL CODE: PMA

WORD COUNT: 3048

...TEXT: questionnaire on the opposite page should allow you to assess how well you know the **score** in your own organisation.

Our model has its roots in a simple planning model which...

...the organisation--'Where are you now, and where do you want to be?'--with an **action plan** to enable you to move from one to the other. Groups and individuals must always know the **score** --that is, how well they are doing in relation to the planned activity and the...

...of the supplier needs to be assessed in relation to the satisfaction of

the customer.

**Customer satisfaction** is, of course, affected by the **customer** 's perception of cost and quality of product or service and personal contact. In BT...

...emphasis is on quality of service, and this is measured both by market share and **customer survey** .

PRODUCTIVITY This is the quantity of the product or service produced in relation to the...The required reduction in the number of managers was achieved within the budget constraints.

A **follow - up** survey revealed that, by and large, the managers concerned felt they had been treated reasonably...

5/3,K/10 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06220757 SUPPLIER NUMBER: 13901914 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**How satisfied are your tenants? (includes related article)**

Gray, John

Journal of Property Management, v57, n6, p48(2)

Nov-Dec, 1992

ISSN: 0022-3905

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1146 LINE COUNT: 00101

ABSTRACT: Measuring **customer satisfaction** can help property managers identify the areas that can provide them with a competitive edge...

...also help these managers measure their performance against that of the competition. To quantify tenant **satisfaction** , property managers need to conduct a **survey** of the feelings and attitudes of customers regarding the products and services they are provided...

...a method for converting these feelings into measurable and objective data. One way to quantify **customer** attitudes is through the use of a **customer satisfaction** index (CSI), an approach that involves building a weighted average for every one of the **survey** questions. Managers can then determine their weaknesses by identifying the locations with the low CSI scores. The results of the **survey** can serve as basis for improvement programs.

... customer satisfaction index

To quantify the results of the responses to each question in our **survey** , we build a **customer satisfaction** index (CSI). A weighted average, on a scale of one to ten, is developed for each question and for the whole **survey** . Figure 2 shows the process for building these scores.

Once the **score** for each question is computed, the results are combined into three separate indices: a CSI...

...For example, when the response to a particular question is below what is acceptable, an **action plan** is developed to correct the situation and improve this **score** . Each **action plan** includes:

- \* A one-sentence definition of the specific problem that the CSI question has identified...

...is completed.

- \* The deadline date for completing each action step.

An example of a simple **action plan** appears in Figure 3.

Over time, we have accumulated a comprehensive database on customer satisfaction...

...to establish competitive advantages that we can use in our sales efforts.

Figure 3

#### Sample **Action Plan**

Our emergency maintenance response (Question 5) is poor because our afterhours answering service is not...

...each morning

to see if any calls were  
received overnight; take  
action as appropriate

4 **Follow up** with the CSI  
respondents that had  
indicated this was a  
concern

Beth

May 30

Many...and divided by the total number of responses to come up with the weighted average **score** .

For example, we asked, "How satisfied are you with the attitude of our management staff..."

...00

Total	75	711.02
-------	----	--------

This total divided by 75 responses equals a 9.48 **score** . As you can see, a 9.48 **score** on a one-to-ten scale indicates that this area is a real strength in...

5/3,K/11 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05508971 SUPPLIER NUMBER: 11488736 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The art and science of customer surveys. (using surveys to determine customer satisfaction) (The Culture of Quality)**

Rice, Valerie

Electronic Business, v17, n19, p141(3)

Oct 7, 1991

ISSN: 0163-6197

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2039 LINE COUNT: 00173

**ABSTRACT:** Electronics industry firms that want to monitor **customer satisfaction** increasingly are depending on focus groups, mail surveys and telephone polls. Companies are spending huge amounts of money on research, but they are just starting to comprehend how to measure **customer satisfaction** . A 1991 **survey** of 550 executives by Ernst & Young and Electronic Business reveals that 67 percent of CEOs believe that an in-person visit is the best way to gauge **customer satisfaction** , and only one-fourth believe market research and surveys are useful. Surveys are increasing, however, because electronics industry companies feel that enhanced **customer satisfaction** can reduce costs and improve profits. In addition, surveys generate critical data about market conditions...

**TEXT:**

Electronics companies are happily infecting themselves with a new affliction these days--" **customer mania**." It seems almost weekly a computer company or component maker sends a **questionnaire** to its customers, commissions a third party to interview customers by telephone,



or touts its **customer - satisfaction** rankings in newspaper advertising. Despite the millions of dollars being spent on mail and telephone...

...and industry officials say the electronics industry is just beginning to understand how to measure **customer satisfaction** .

... consultants and contractors who specialize in customer surveys. Careful planning of the fifth step--the **action plan** , or how the company will act on the results--is often overlooked. For a company...

...J. D. Powers & Associates, a well-known monitor of the automobile industry, recently completed a **customer satisfaction survey** of PC users and sold the information to the OEMs. Dell Computer Corp. in Houston ...

...accounting department responsible for a monthly general ledger report. Any industry official who expects to **score** 100% in a **customer satisfaction** poll is dreaming--you can't please ...the people all of the time. Highly rated vendors say 5% to 10% of a **survey** group will never be satisfied, no matter what you do or say. IBM's AS...

...year and is considered a tremendous business success for IBM as well, but its overall **customer satisfaction** rating is only in the "low '90s," percentage-wise, according to quality manager Lea, who...

...lessons. Managers from Dell, HP, Sun Microsystems, and other frequently contact customers by telephone to **follow - up** on work done by consultants and research firms.

Sun also has some unusual approaches to...

...now-retired president Charlie Sporck.

Unlike National Semiconductor, some electronics companies are simply indifferent to **customer satisfaction** surveys by third-parties. Dan Hutcheson, president of VLSI Research Inc., a market research firm in San Jose, says that Japanese companies are more interested in **customer satisfaction survey** data than U.S. companies. "When we release a **survey** , we get calls from Japanese companies," Hutcheson says. "If they are numbers three, four, or..."

...the list.

Smart companies these days are ready, willing, able, and indeed eager to receive **customer** feedback from any source. Several years ago Hutcheson's **survey** found one company that had a terrible reputation because part of its machine melted during...

...a crash program to fix the equipment, "mothering" its customers with attention. "By the next **survey** a year later, the vendor was in top 10 in **customer satisfaction** ratings," Hutcheson says.

For a company to be unaware of a major problem until receiving...

?

Set	Items	Description
S1	3532	(ACTION (N) PLAN) (S) (SCORE OR RANK OR SUCCESS? OR RATE OR UNSUCCESSFULL OR EVALUAT?)
S2	955	(ACTION (N) PLAN) (7N) (SCORE OR RANK OR SUCCESS? OR RATE - OR UNSUCCESSFULL OR EVALUAT?)
S3	495	(ACTION (N) PLAN) (3N) (SCORE OR RANK OR SUCCESS? OR RATE - OR UNSUCCESSFULL OR EVALUAT?)
S4	22	((ACTION (N) PLAN) (3N) (SCORE OR RANK OR SUCCESS? OR RATE OR UNSUCCESSFULL OR EVALUAT?)) (5N) (RESULT? OR OUTCOME)
S5	17	RD S4 (unique items)
S6	<u>12</u>	S5 NOT PY>2000
?		

*8-30-05  
renewal kullc*

T S6/3,K/ALL

**6/3,K/1 (Item 1 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01805484 04-56475

**Strategic planning for economic development: A suggested model for program evaluation**  
Blair, Robert  
Public Administration Quarterly v22n3 PP: 331-348 Fall 1998  
ISSN: 0734-9149 JRNL CODE: SRP  
WORD COUNT: 5778

...TEXT: Strengths/Weaknesses/Opportunities/Threats); 3) Establishment of priority strategies and action steps; 4) Implementation of **action plan** and **evaluation of results** .

It is important to note that the final step of the strategic planning process includes...

**6/3,K/2 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01227465 98-76860

**Struggles in transformation: A study in TQM, leadership, and organizational culture in a government agency**  
Rago, William V  
Public Administration Review v56n3 PP: 227-234 May/Jun 1996  
ISSN: 0033-3352 JRNL CODE: PAR  
WORD COUNT: 7356

...TEXT: approach, (5) develop and present an action plan to project sponsor, (6) implement the approved **action plan** , and (7) **evaluate** the **results** .

Reference: References

Conger, Jay A., 1989. The Charismatic Leader: Behind the Mystique of Exceptional Leadership...

**6/3,K/3 (Item 3 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00965428 96-14821

**Ergonomic task analysis: Picking the right tool**  
MacLeod, Dan  
Occupational Hazards v57n1 PP: 71, 73+ Jan 1995  
ISSN: 0029-7909 JRNL CODE: OHA  
WORD COUNT: 1040

...TEXT: and checklist results with whole ergonomics team in a conference room.

\* Brainstorm options for improvement.

\* **Plan**    **action**    .

\* Implement changes.

\* **Evaluate**    **results**    .

6/3,K/4        (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00782424 94-31816

**Total quality management in a small, high-technology company**

Price, Michael J; Chen, E Eva

California Management Review v35n3 PP: 96-117 Spring 1993

ISSN: 0008-1256 JRNL CODE: CMR

WORD COUNT: 6281

...TEXT: uses the PSP as a guide as it analyzes a problem, chooses solutions, develops an **action plan** , and **evaluates** implementation **results** . The evaluation may cause the team to start at Step 1 again to further refine...

6/3,K/5        (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00580140 91-54487

**Everyone's a Winner in the Baldrige Stakes**

Durity, Art

Management Review v80n11 PP: 36-39 Nov 1991

ISSN: 0025-1895 JRNL CODE: MRV

WORD COUNT: 2332

...TEXT: through the Baldrige application process. Line and staff units developed three one-page reports: an **evaluation** , an **action plan** , and a list of "key **results** indicators" to measure how specific activities influence customer satisfaction.

It was these reports, based on...

6/3,K/6        (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2005 The Gale Group. All rts. reserv.

07277046        Supplier Number: 61762265 (USE FORMAT 7 FOR FULLTEXT)

**Aftermarket Technology Corp. Reports First Quarter 2000 Results.**

PR Newswire, pNA

April 27, 2000

Language: English    Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 824

... businesses whom we brought on-board during the first quarter. We expect to complete our **evaluation** and **resulting action plan** during the second quarter of 2000."

"We continue to be pleased with the strong performance..."

6/3,K/7 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2005 The Gale Group. All rts. reserv.

03845916 Supplier Number: 45506808 (USE FORMAT 7 FOR FULLTEXT)

**PAXMAN CHOOSE SCHWING FURNACES**

Metallurgia, p190

May, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 448

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...the 1990 Environmental Pollution Act by initiating an environmental audit and risk assesment. A major **success** within the **resulting Action Plan** has been the replacement of the old 'Sulfinuz' salt bath process used for ferritic -nitrocarburising.

6/3,K/8 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2005 The Gale Group. All rts. reserv.

02655259 Supplier Number: 43536563 (USE FORMAT 7 FOR FULLTEXT)

**INTERNATIONAL: U.K. Waylays EC's Advanced-TV Plan**

Multichannel News, v0, n0, p23

Dec 21, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 214

... Community summit at Edinburgh, Scotland, some had expected the U.K. to work towards a **successful outcome** on the **Action Plan** as well.

'We do not favor an industrial policy,' a U.K. official said in...

6/3,K/9 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

11771477 SUPPLIER NUMBER: 57888531 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Structural policy developments.**

OECD Economic Surveys - Portugal, 107

Oct, 1999

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 8344 LINE COUNT: 00793

... owned enterprises

OECD Assessment and Recommendations

I.

Continue with implementation

Implement proposals of 1998 Employment **Action Plan** ,  
monitor **results** , **evaluate** and rationalise schemes in  
operation

II.

Continue to implement 1998 Employment **Action Plan** ,  
monitor **results** ; **evaluate** and rationalise ALMP measures

III.

Implement drafted legislation  
Should serve us example for labour markets...

**6/3,K/10 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

07209408 SUPPLIER NUMBER: 15260490 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**No longer a 'pollution' haven. (Mexico) (Corporate Expansion Relocation)**  
Zebrowski, John R.  
Los Angeles Business Journal, v16, n8, pC43(3)  
Feb 28, 1994  
ISSN: 0194-2603 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 3099 LINE COUNT: 00258

... practices and other factors pertaining to controlling pollution or contamination. In post-audit the audit **results** are **evaluated** , an **action plan** is developed for problems identified, the action plan is negotiated with SEDESOL and the plan...

**6/3,K/11 (Item 3 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

06198416 SUPPLIER NUMBER: 13596575 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**U.K. waylays EC's advanced-TV plan.**  
Renaud, Jean-Luc  
Multichannel News, v13, n51, p23(1)  
Dec 21, 1992  
ISSN: 0276-8593 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 224 LINE COUNT: 00018

... Community summit at Edinburgh, Scotland, some had expected the U.K. to work towards a **successful outcome** on the **Action Plan** as well.  
"We do not favor an industrial policy," a U.K. official said in...

**6/3,K/12 (Item 4 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05099780 SUPPLIER NUMBER: 10374295 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Helping a team find all the answers. (conducting meetings)**  
Varney, Glenn H.  
Training & Development Journal, v45, n2, p15(4)  
Feb, 1991  
ISSN: 0041-0861 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 2414 LINE COUNT: 00181

... weighing the pros and cons of each alternative and selecting the best one, implementing an **action plan** , and **evaluating** the results .  
\* Resolving conflict. Effective team managers know how to resolve conflicts that arise within their teams...  
?

Set	Items	Description
S1	477	(COMPLAINT OR FEEDBACK OR OPINION OR SATISFACTION) (S) ((A- CTION (N) PLAN) OR PLAN OR STRATEGY) (S) (FOLLOW (N) UP)
S2	304	S1 AND (SCORE OR RATING OR SUCCESS?)
S3	156	S2 AND (SURVEY OR QUESTIONNAIRE)
S4	132	RD S3 (unique items)
S5	<del>98</del>	S4 NOT PY>2000
S6	<del>12</del>	S5 AND (LANGUAGE OR TRANSLATION)
?		

*J* 8-30-05  
KWC

T S6/3,K/ALL

6/3,K/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02327617 86920601

**Multi-source feedback: seven recommendations**

Dennis E. Coates

Career Development International vln3 PP: 32-36 1996

JRNL CODE: CDVT

WORD COUNT: 3482

...TEXT: help managers get information, resolve issues, evaluate options, prepare carefully and increase the probability of **success** .

Learn about the technology before you invest in it

Multi-source feedback is a software...

...major shift is towards customization. First-generation 360 assessments presented a single, fixed set of **survey** items. Organizations were expected to use the instrument as is, without changes. It was assumed...be used for selection, participants can gain valuable insights that will help them plan for **success** in their next position. Within six to nine months after reorganization, units will have had...

...is often perceived as a major change. For the first time, co-workers may be **rating** one another, and managers may be on the receiving end of feedback from direct reports...offering input and making decisions, the more they will welcome the introduction of 360. A **successful** pilot programme can do wonders to defuse concerns, and it may be wise to use an experienced consultant for the first administration.

Use well-researched, well-constructed **survey** items

A multi-source feedback instrument is only as effective as the items that make up the **survey** . Users should focus on two issues: validity and wording. Since no off-the-shelf **survey** can validly represent every work setting, the ability to customize a **survey** is an opportunity to increase the validity of the instrument. However, if customized items are not developed using standard job analysis procedures, the resulting **survey** may be less valid, not more. Research for **survey** development typically involves such strategies as observing actual performance, interviewing experts and exemplary performers, and...

...job descriptions, policies, procedures and technical manuals.

The wording of items is important. An effective **survey** item should:  
1be written in simple, clear **language** ;

2describe a single, specific behaviour;

3be phrased as a positive outcome;

4not repeat or overlap...

...items; and

5be free of age, gender, race and culture biases.



The validity of the **survey** can be checked by having knowledgeable constituents review the **survey** items. Is the behaviour accurately described? Is the behaviour important enough to be included on the **survey**? Have any important behaviours been overlooked? People who know what happens in the workplace can suggest changes. I recommend that every **survey** be customized to align it with workplace realities, and that the validity of the **survey** be confirmed locally before it is used.

Protect confidentiality

Why should anyone give another person...receiving it may be able to address some developmental issues without help, a lack of **follow - up** can leave them without the means for improvement. The organization must have a **plan** for supporting development activities based on the 360 data. Otherwise, a somewhat expensive exercise may...

...have shared these lessons learned in order to cast a beacon in the direction of **successful** use of multi-source feedback. It is a powerful tool; but like any technology, it...

...2 Make sure your organization is prepared for 360.

3 Use well-researched, well-constructed **survey** items.

4 Protect confidentiality.

5 Use skilled facilitators.

6 Follow up with developmental activities.

7...

6/3,K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01954312 46063997

#### Rediscovering satisfaction

Fournier, Susan; Mick, David Glen

Journal of Marketing v63n4 PP: 5-23 Oct 1999

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 19019

...TEXT: perspective other than that of the CS paradigm, especially as examined through an econometric or **survey** lens (Iacobucci, Grayson, and Ostrom 1994).

However, reliance on a single paradigm or method may...authors. Each author then wrote a memo reflecting his or her narrative interpretation of the **satisfaction** process evinced within a given case. After moving back and forth between the two memos...

...the particular case analysis. The ending analytic goal was to generate thick interpretations of consumers' **satisfaction** experiences based on the histories, current life contexts, and various product interactions of the parties...

...to relevant literature and again to the data in developing codes and interpretations. This "tacking **strategy** " extended into the review process, in which nonmarketing literature that also intimates **satisfaction** issues was recommended and incorporated. Triangulation of insights across

informants and researchers, plus selected member...your life without constantly recognizing it every day, it probably indicates the high level of **success** of that product in your life.... If it's not there, you'll miss it...submission and unresisting acceptance of that which is imposed" (American Heritage Dictionary of the English **Language** 1978, p. 1106). It is interesting to compare resignation with the aforementioned mode of helplessness...be understood in this light, as it derived in large part from her father's **success** in governing her social life.

Consider Penny as well, who told of her satisfaction with...on the part of the consumer. From this perspective, satisfaction becomes a function of the **success** of continuing efforts to keep paradoxes in relative balance. Our previous work (1998) identifies a...

...model, to accommodating or partnering with the product. Research in other fields also implies that **successful** coping with technology paradoxes yields greater satisfaction. Umble (1992), for example, argues that restrictive rules...

...with it." We attribute the Hilsons's satisfaction at the second interview to their perceived **success** in balancing the paradoxes salient in their technology ownership experience through creative strategies for product...integration.

Kris's anxiety about technology engaging and/or disengaging the user also was negotiated **successfully** through product usage. Kris lamented about people's reliance on technology many times during the...

...empowered, not compromised, by a growing dependency on the product. Through these simple strategies, Kris **successfully** managed another salient paradox, making it possible for satisfaction to accrue.

The paradoxes of technology...elemental as we have suggested, an assessment of satisfaction that is based on feature-oriented **rating** scales will provide only meager information at best. These scores reveal little of how or...

...advanced satisfaction analyses involving sociocognitive mapping (see Ward and Reingen 1990) and the supplementation of **rating** -scale information with substantial qualitative data, lest their insights be impoverished by the belief that...research on the adoption of satellite television technology.

#### REFERENCES

American Heritage Dictionary of the English **Language** (1978), William Morris, ed. Boston, MA: Houghton Mifflin.

Anderson, Eugene W. and Claes Fornell (1994...John E. Swan (1989), "Consumer Perceptions of Interpersonal Equity and Satisfaction in Transactions: A Field **Survey** Approach," Journal of Marketing, 53 (April), 21-35.

Oxford American Dictionary (1980), Eugene H. Ehrlich...35 years) is a divorced mother of five children. She works full-time as a **language** instructor at a local high school and part-time as a waitress. She likes country...

6/3,K/3 (Item 3 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)

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01091994 97-41388

**CTI's introduction to the call center: What it means to you - Part III**

Anonymous

Telemarketing v14n2 PP: 66-70 Aug 1995

ISSN: 0730-6156 JRNL CODE: TLM

WORD COUNT: 3388

...TEXT: as the next installment (in the September issue), to see all the material in our **survey**. For now, however, we continue with another group of essential questions:

CTITM: To what extent...

...are being met.

Deverelle: If customers call and always get to the right agent (correct **language**, skill-set, the person who helped last time) they will spend less time on the...

...zero. Service centers that are proactive and call the customer before the customer calls to **follow up** virtually ensure customer loyalty. Customers should be sent to voice ...look-up). Interactive voice response (IVR) units should not be used as a customer-avoidance **strategy** by loading them with all the data the customer might need. Too many levels of menus are a common **complaint** among customers.

Customers report three things they find most frustrating: 1) being in queue for...

...If a predictive dialing outbound system is used, this further improves productivity by only connecting **successfully** completed calls to the agents. In these environments, the agents only spend time on calls...upon the company's position in the market and the activities of the other competitors, **success** might be measured by not having sales and profitability going down.

Bohacek: Benefits can be...

**6/3,K/4 (Item 4 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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00928892 95-78284

**How will outcomes management work?**

Steinwachs, Donald M; Wu, Albert W; Skinner, Elizabeth

Health Affairs v13n4 PP: 153-162 Fall 1994

ISSN: 0278-2715 JRNL CODE: HAF

WORD COUNT: 3412

...ABSTRACT: chronic conditions but is difficult to apply for short-term diagnostic or treatment episodes. Further, **successful** implementation requires a commitment of substantial organizational resources. ...

...TEXT: of medical care on patients' health outcomes:

Outcomes management consists of a common patient-understood **language** of health outcomes: a national data base containing information and analysis on clinical, financial, and...

...involved obtaining the answers to three questions: (1) Can different types of managed care organizations **successfully** collect outcomes data on enrolled populations who are being treated for specific conditions? (2) Will...

...ambulatory care for asthma in the past year.

Each patient was asked to complete a **questionnaire** to provide information on current health status, past health events, use of services, and satisfaction with care. The treating physician also was asked to complete a **questionnaire** regarding the patient's condition and current treatment. A report on the results of the angiography was also to be obtained. Three months after the initial **questionnaire**, the patient was again asked to complete a **questionnaire** on changes in health status, use of services since the baseline **questionnaire**, and satisfaction with care. Together these questionnaires constituted the outcomes management systems data set.

Study Results

Overall, using filed claims, most managed care organizations were **successful** in sampling asthma cases but experienced substantial problems in sampling coronary angiography cases.

Coronary angiography...

...forty-eight hours prior to the procedure. The lead time was necessary to deliver the **questionnaire** for the patient to complete before the procedure was performed. Alternatively, the managed care organizations...on precertification did not provide a representative group of patients with which to assess outcomes.

**Successful** sites changed their sampling method to recruit patients into the study directly from the cardiologist...

...coronary angiography. The average numbers of cases identified were related to sampling strategy, as was **successfully** obtaining responses to the initial **questionnaire** (Exhibit 1). (Exhibit 1 omitted) Managed care organizations that placed outcomes management systems staff in...  
...response rates could be obtained if the problems associated with each of these sources were **successfully** resolved.

Exhibit 2 shows the response rates for baseline and follow-up patient questionnaires, along with physician response rates. (Exhibit 2 omitted) Overall, the average patient **questionnaire** response rates vary from low to unacceptable. Within each average, some sites obtained response rates...

...were provided with a protocol to follow whenever a patient failed to respond to a **questionnaire**. This protocol included a postcard reminder after two weeks, followed by another **questionnaire** after another two weeks, and followed in another two weeks by a telephone call and...

...of the protocol was contacting patients by telephone. Since many patients work during the day, **successful** telephone follow-up required data collection staff to work nights and weekends. This was a...

...staff to manage the activities, or they would need to contract with an experienced health **survey** firm to conduct major components of the data collection activity. In the long run, though...disease severity and general health status as one means to clarify the potential impact of **successful** treatment on patients' health outcomes.

Predictors of patient outcomes. The feasibility study provided an opportunity...

...what they needed to know to manage their condition" and who reported in the baseline **questionnaire** receiving better-quality care experienced significantly more positive changes in health status, controlling for baseline...

...complexity of outcomes management. It also pointed to the need to modify the outcomes management **strategy** as the group moves to the next phase: a test of the usefulness of outcomes...

...management data collection requires the commitment of significant staff resources and the application of rigorous **survey** research methods if it is to be **successful**. If a managed care organization does not want to make the commitment internally, an alternative is to contract with an experienced **survey** research firm for the data collection phase. Second, collection of outcomes data from a representative...

...procedure may not be feasible for all or most managed care organizations, unless the patient **questionnaire** becomes a routine component of quality monitoring. This finding led to the decision to focus ...

...procedures, in the next phase of the project. Third, the time interval between baseline and **follow - up** patient interviews should be longer than the three months used in the feasibility study---possibly...

...care process to positive and negative changes in health status, as well as to patient **satisfaction**. One method for doing so would be to incorporate treatment information and measure adherence to...

...of whom may be ineligible because of disenrollment between sampling and the time of the **survey**. Target completion rates are 80 percent for patient baseline and two annual follow-up questionnaires...adjusted outcomes of care for common conditions. As such, this could be the key to **successful** implementation of a system of report cards. The findings presented would support the feasibility of...

...have been seen in the offices of physicians sampled in the National Ambulatory Medical Care **Survey** or who have been discharged from hospitals sampled in the National Hospital Discharge **Survey**. The National Center for Health Statistics is exploring the feasibility of patient follow-up surveys...

...Cronbach's Alpha) ranged from .80 to .92 for eight scales of the health status **questionnaire**. The coefficients are similar to those found in J.E. Ware and C.D. Sherbourne, "The MOS 36-Item Short Form Health **Survey** (SF-36): I. Conceptual Framework and Item Selection," Medical Care 30 (1992): 473-483; and...

...McHorney, J.E. Ware, and A.E. Raczek, "The MOS 36-Item Short Form Health **Survey** (SF-36): II. Psychometric and Clinical Tests of Validity in Measuring Physical and Mental Health...

6/3,K/5 (Item 5 from file: 15)  
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00802917 94-52309

**Patient satisfaction in home care/hospice**

Hohl, Dawn

Nursing Management v25n1 PP: 52-54 Jan 1994

ISSN: 0744-6314 JRNL CODE: NSM

WORD COUNT: 2630

...ABSTRACT: occupational, speech and physical therapy, can be provided under certain Medicare criteria. A patient satisfaction **survey** can be used to provide data to measure and assess home healthcare outcomes and to ...

...TEXT: or nurses become more empathetic as a result of working in home care.

Patient satisfaction **survey** results were used by a postpartum unit staff to identify ways to improve efficiency. By...

## ...OPERATIONS

The Bon Secours Home Health/Hospice Program in Baltimore, Maryland created a patient satisfaction **survey** to be mailed to all patients discharged from the program. A five-question postcard size **survey** tool was developed and all staff members were aware that their patients would be receiving...

...planning. An evaluation was conducted on the postcard format and the literature suggested that the **survey** should be more specific. Return rates had been lower than the norm for mail surveys...

...with informing patients of their rights and encouraging their participation.

Since the length of the **survey** was no longer a self-imposed restriction, surveys specific to home care and to hospice...

...developed. A cover letter was added which encouraged patients/families to complete and return the **survey** because of the importance of their input in improving care for future patients. The cover...

...as the program's way of saying "thanks" for taking the time to complete the **survey** .

A major revision was to integrate the patient satisfaction surveys into the Quality Assurance (QA...

...percent favorable response rate requires the QA committee's intervention and the development of an **action plan** . In addition, a greater degree of staff involvement was integrated into the new process. Case managers who receive copies of all their patients' surveys are responsible for investigation and **follow - up** of negative responses. All favorable surveys are posted in the lobby of the office. Patient responses also are incorporated into the staffs criterion-based performance evaluation.

The **survey** became a two-page form with 23 questions, the majority involving regulatory items, with some...

...general areas of satisfaction. The return rate has increased to 25 percent, with a positive **rating** of 95 percent. The 90 percent threshold has been met for every question, though some...

...and a hard place. Clearly, this is not the intent of implementing a patient satisfaction **survey** process. Thus, staff must understand that the surveys are not meant to be punitive, but...would you purchase this service

from our agency? If not, why not?

3. Population Served -- **Language** spoken? Do you prefer an English-or Spanish-speaking nurse?

4. Operations -- What changes could...

...the revision period, self-evaluation of compliance with the new regulations was important, so our **survey** focused on those questions. Periodic revision will enable us to concentrate on specific goals.

Among...

...they receive and seldom get the opportunity to express their gratitude. When patients return the **survey** with all positive remarks, the staff feels a sense of accomplishment. Since the supervisor is...

...integrated into employee performance evaluations and this can reinforce the importance of this process. The **survey** format can be adapted to meet the needs of the agency's QA program which focuses on patient involvement and evaluation. If the **survey** is tested for reliability, findings can be tabulated and evaluated by management or by a...

6/3,K/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00625416 92-40518

#### The Search for What Works

Geehr, Edward C.

Healthcare Forum v35n4 PP: 28-33 Jul/Aug 1992

ISSN: 0899-9287 JRNL CODE: HPF

WORD COUNT: 3404

...ABSTRACT: in place or are under development that will enable outcomes management to become routine. A **successful** outcomes management system will require 4 basic components: 1. outcomes specification process, 2. outcomes measurement...

...TEXT: Contract performance monitoring parameters will screen the data and incorporate the results into routine health **plan** and group practice reports. **Follow - up** healthcare status and patient ☐satisfaction ☐surveys will be automatically generated at a time interval specific to the patient/condition, and...

...with written instructions, including the dates of the home health assessment and inpatient surgery.

Following **successful** surgery, Ms. Morris' in-hospital care follows a care plan that specifies the daily requirements...adequately manage their outcomes competitively in the increasingly turbulent healthcare marketplace. The infrastructure needed to **successfully** implement outcomes management is likely to be available only through health systems that are strongly...

...alterations in the availability of resources."

Elaborating on Ellwood's descriptions, I propose that a **successful** outcomes management system will require four basic components:

1. OUTCOMES SPECIFICATION PROCESS

Which outcomes are...

...valid, reliable measurement instruments. Fortunately, there are some important developments in this area.

Several excellent **survey** instruments to measure health status and patient satisfaction now exist and are undergoing further testing and refinement. The Health Status **Questionnaire** or Short Form-36, based on the work done by the Health Insurance Experiment (underwritten...and consistency with which that treatment is delivered. Many medical centers have developed and implemented **successful** critical pathway projects.

Eventually, critical paths will be developed for the majority of inpatient conditions...

...market share, and the opportunity to continuously improve clinical practice. Touch screens, voice recognition, natural **language** queries, and other technologies will facilitate the computerization of the clinical encounter, leading to a...physicians with healthcare delivery systems through outcomes-based educational programs will likely be a strategic **success** factor for outcomes management. Outcomes-based feedback offers opportunities to understand what really works in...

6/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00577462 91-51809

**The 20th Annual All-America Research Team**  
Anonymous  
Institutional Investor v25n12 PP: 81-145 Oct 1991  
ISSN: 0020-3580 JRNL CODE: IL  
WORD COUNT: 27181

ABSTRACT: Institutional Investor's 20th annual All-America Research Team **survey** reveals that many of the qualities that institutional investors value in a securities analyst have...

...TEXT: to reflect on how Wall Street has changed in two decades. When we inaugurated this **survey**, institutional stock commission rates averaged 25 to 30 cents a share. Personal computers hadn't...year.

How does International Investor pick the All-America Research Team? First we send a **questionnaire** that covers about 80 industry groups and investment specialties to the director of research or...

...top institutions and to a sampling of portfolio managers.

Our reporters spend several months interviewing **survey** respondents to learn more about the analysts they've chosen; the rankings are not considered...

...and data services is now information technology/software and computer services.

The identities of the **survey** respondents and the institutions they work for are kept confidential to ensure their continuing cooperation...They also respect the flexibility Salem showed when, in mid-January, he upgraded his industry **rating**, as well as several stocks, from sell to hold.



"That's bullish for George," says...

...joined Lehman in 1987--narrowed it in late January, giving only ten stocks a "1" **rating** and adding four of them to the firm's special portfolio. Thomas Brown's descent...in railroads, was his choice of Mapco, though some clients quibble that he downgraded his **rating** from "buy" to "moderately attractive" too soon. Price takes more criticism for his recommendation of...recession. They also like the way he selects stocks--by betting on the gold-exploration **success** of a company. Last year Tumazos did fairly well with four of his half dozen...supply stocks has been easy lately. But clients know better. They say that Lemaitre is **successful** because he covers a broad range of suppliers in depth and because he uses leading...quarter of 1990 would extend to the following quarter, the three-time winner boosted his **rating** on the stock from negative to neutral. The equity did leap, from 115 to 139...

...as is her controversial 1991 earnings estimate for Microsoft Corp. based on her prediction of **success** for Windows 3.0--even her high number had to be revised upward. A must...

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...Scott Smith. But the 37-year-old Sherlund, who secured the reins in 1989, was **successful**, so Smith remains No. 2. Sherlund's edge seems to be the detailed financial analysis...also too early in calling the hotel industry's bottom and had to lower his **rating** and estimates for Hilton Hotels Corp. But Doyle's caution on McDonald's Corp. was...

...though McGinty, like most analysts, had to shave his estimates on those companies. A more **successful** stock picker: repeat second-teamer Mitchell Quain of Wertheim Schroder, who, along with three colleagues...his good timing on Exxon, which he rode from 40 to 60 before lowering his **rating** to "okay to buy." Three analysts occupy the third team: former runner-up Frank Knuettel...of Lehman Brothers, the second-team repeater, pleased investors in mid-October by raising his **rating** on CSX. The stock was then 26-1/2; eight months later it stood at 45-1/2. And Strauss was on board with at least an "attractive to buy" **rating** when Conrail hit its all-time high of 68. He earns good marks, too, for...analyst in the forefront for the fourth year in a row. Ruchlamer receives raves for **rating** eleven of her companies strong buys; all were outperformers. Special attention is paid to two...Lawrence after nearly two decades as its chief economist. He opened his own shop, International **Strategy** & Investment Group, on April 1. Regardless of his home firm, Hyman continues to receive the...

...moves up a notch to the second team. "Bob isn't stuck on any one **opinion** or theory," says a fan, referring to Barbera's contention, directly after Iraq's invasion...

...written work is singled out, particularly his "Cash Is Trash" piece in November and his **follow - up** "Great Expectations" report in the spring, in which he gave a five-year view on...

...Kudlow, Bear, Stearns & Co. Donald Straszheim, Merrill Lynch

Market Timing

Robert Farrell's recipe for **success** --one part technical, one part fundamental, one part psychological--has served him well. The Merrill... Equities did surge as soon as it became clear that the allies' bombing raids were **successful**. That anticonsensus call helped restore the 46-year-old Smith to the No. 1 chair...her analysis of such business-services niche companies as Paychex and Fiserv and for her **successful** endorsement of Entertainment Publishing Corp.  
The Best Fixed-Income Analysts

This is the second year...

...differentiate credits, electric-utilities analyst Daniel Scotto of DLJ has had one of his most **successful** years. Five of his six buys have upgraded ratings and improved prices. What's more...quality, and five hospitals in New Jersey that enjoyed price rises after being removed from **rating** agencies' watch lists. The price of one turnaround situation Wagner spotted, Cape Cod Hospital, has...

6/3,K/8 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08160673 SUPPLIER NUMBER: 17485581 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**CTI's introduction to the call center: what it means to you.**  
**(computer-telephony integration in telemarketing services) (part 3) (Panel Discussion)**  
Telemarketing, v14, n2, p66(5)  
August, 1995  
DOCUMENT TYPE: Panel Discussion ISSN: 0730-6156 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 3594 LINE COUNT: 00284

... as the next installment (in the September issue), to see all the material in our **survey**. For now, however, we continue with another group of essential questions:

CTI TM|: To what...

...are being met.

Deverelle: If customers call and always get to the right agent (correct **language**, skill-set, the person who helped last time) they will spend less time on the...look-up). Interactive voice response (IVR) units should not be used as a customer-avoidance **strategy** by loading them with all the data the customer might need. Too many levels of menus are a common **complaint** among customers.

Customers report three things they find most frustrating: 1) being in queue for...

...If a predictive dialing outbound system is used, this further improves productivity by only connecting **successfully** completed calls to the agents. In these environments, the agents only spend time on calls...upon the company's position in the market and the activities of the other competitors, **success** might be measured by not having sales and profitability going down.

Bohacek: Benefits can be...

6/3,K/9 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07620766 SUPPLIER NUMBER: 16533473 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Clinical data systems, part 3: development and evaluation.**

Wyatt, Jeremy Crispin

Lancet, v344, n8938, p1682(7)

Dec 17, 1994

ISSN: 0099-5355

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 7063

LINE COUNT: 00569

TEXT:

...Clinical computer systems have a chequered history and commentators have identified three major barriers to **success** --inappropriate system development and function, lack of involvement of system users, and poor project management...

... beings.[2] They often get the blame; but an institution that is committed to the **success** of the system will promptly confront and resolve such anomalies.

While a system is being...

...range of clinicians must be involved; opinion leaders must be committed to the system's **success** before and during implementation.

Preparation and training of users

System users are the key element...if they preferred the computer near to or distant from their doctor. The mean approval **score** for the computer was significantly greater when it was in the nearby position.[20] However ...

...probably because nurses were less communicative when using the computer. What of clinicians? In a **survey** of 471 UK consultants, [22] most did not agree that computers would dehumanise medicine, diminish...several disparate systems should become easier with "object oriented" databases and with transparent techniques for **translation** between data types and command languages, exemplified by the Dutch HERMES project.[60]

Getting data...

...any computer, and improved handwriting recognition. Access to the computer is a critical determinant of **success** , and new generations of "personal communicators" will fit into the white coat pocket and link... Winickoff R, Dorsey JL, Morgan MM, Lurie RS. Quality assurance through automated monitoring and concurrent **feedback** using a computer-based medical information system. Med Care 1978; 16: 962-70. [50] Safrad...

...Lancet 199 1; 338: 1431-36. [63] Leaning M. The new information management and technology **strategy** of the NHS. BMJ 1993; 307: 217.

Biomedical Informatics Unit, Imperial Cancer Research Fund, PO...

6/3,K/10 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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07272184 SUPPLIER NUMBER: 15441663 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**New forms of work organization in the federal public service: the case of CFB Shearwater/UNDE Local 80409. (Union of National Defense Employees; Canadian Forces Base Shearwater)**

Rankin, Tom; Gardner, Archie

Optimum, v24, n4, p25(12)

Spring, 1994

ISSN: 0475-1906

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 7896

LINE COUNT: 00643

...ABSTRACT: to a work redesign process that centered on socio-technical system approach. Results indicate the **success** of the program as measured by improved employee satisfaction, reduction in first-stage grievances and ...

... Service Alliance of Canada (PSAC) sponsored a number of workplace reorganization projects.(4) Despite their **success** in several dimensions, not one of these projects was sustained. The sole surviving spin-off...

...summarize the impact on bottom-line measures; and map out some of the challenges of **successful** change. We close with a discussion of the lessons learned and a brief comment on...

...at CFB Shearwater was mixed: in some areas there were improvements, but in others, limited **success**. Many concluded that the effort was too limited. A more comprehensive change mechanism was required...the STS "tools" was the role played by the change process in providing a shared **language** and context, which helped team members shape and articulate a set of shared values. With...redesign on bottom-line measures of customer and employee satisfaction and efficiency; evaluated (using a **survey**) the effectiveness of different components of the redesign; and conducted individual and group interviews on...

...own experience in, and observations of, the process, they made a list of suggestions for **follow - up**.

The impact on bottom-line measures was startling: all the efficiency measures increased by 25...

...problem-solving between the union and management spilled over into the redesign. Despite the overwhelming **success** of the trial, the two sides could not agree on how or when to expand...

...quality of the work done, clean-up of the job site, and so on. The **survey** results were consistent with a review of customer letters maintained by the zones.

Marked improvements...

...11 aspects of their jobs using a 10-point scale. Halfway through the trial, the **survey** was repeated. The mean **score** increased from 5.1 to 6.9. The same **survey** was also administered to the CE employees who did not work in the trial area...

...some of the unintended (but not entirely unanticipated) impacts of the trial.

The job satisfaction **survey** was not administered at the end of the trial. Instead, the SRT met with employees...materials used per employee (a key measure of productivity) increased by about 30 percent. A **survey** of CE tradespeople, administered two-thirds of the way into the trial, indicated that on...

...by Air Command construction engineering specialists who had less of a vested interest in the **success** of the trial than their Shearwater counterparts. The one-time costs associated with the implementation...

...done by CE, rather than by private contractors, had increased.(11)

The challenge ahead

The **successful** completion of the trial period marked the transition of work redesign in Air Command -- from...

...making this transition. Indeed, in this area it is often more difficult to deal with **success** than with failure. For example, the complexity of diffusing **successful** change is typically downplayed, resource

requirements are underestimated, and the increased stress on union/management...to be drawn, but the results are consistent with both popular literature and the recent **survey** on the effects of work redesign in Canada.(15) \* The second lesson concerns the selection...

...1.) M. Kaplan and T. Rankin, Quantitative Benefits of New Forms of Work Organization, A **Survey** of Eighteen Canadian Workplaces, A Report from the Task Force of the Organization of Work...12.) See, for example, R.E. Walton "The Diffusion of New Work Structures: Explaining Why **Success** Didn't Take," Organizational Dynamics (Winter 1975), pp. 3-22; and L.D. Ketchum, and...

6/3,K/11 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05913840 SUPPLIER NUMBER: 12484931 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Closing the reference interview: implications for policy and practice.**  
Nolan, Christopher W.  
RQ, v31, n4, p513(11)  
Summer, 1992  
CODEN: RQRQAQ ISSN: 0033-7072 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 6987 LINE COUNT: 00577

... answer. Yet any experienced reference librarian can vouch for the number of encounters that end **successfully** in other ways: a student whose term paper topic has been clarified, a patron whose...

...participants will cease their dialogue when both parties agree that the query has been handled **successfully** . Yet the outcomes of the interviews may, in fact, be significantly affected by what patrons...

...cause a conversation to continue or cease.[3]

Other articles have considered reasons for the **success** or failure of reference interviews. Lancaster provided a concise enumeration of factors that contribute to the likelihood that any particular question will be handled **successfully** , and he implied that institutional factors may affect how far the interview is allowed to...to believe that interviews should be closed when they judge the queries to have been **successfully** answered. The discussion above pointed out that many librarians implicitly assume this is true for...

...An internal alarm rings, and the interview is brought to a close regardless of its **success** .

Finally, there are those times when a librarian just has a "bad day." Due to...sufficiently knowledgeable to understand the level of the librarian's comments, or there may be **language** problems between the two speakers.

Finally, the patron may decide to terminate the interview because... both patrons and reference librarians enter the reference transactions with preconceptions about what constitutes a **successful** ending to the session and may end the interview whenever these preconceived ideas are met or appear unachievable. Reference librarians attempting to improve the **success** of their reference services need to look closely at the various goals and objectives users...asking users follow-up questions after the initial interview. Questions about the effectiveness of the **strategy** the librarian proposed, the usefulness of the sources consulted, or the

sufficiency of the information...Approach to the Reference Interview," RQ 25:507 (Summer 1986). [15.] Joan C. Durrance, "Reference **Success** : Does the 55 Percent Rule Tell the Whole Story?" Library Journal 114:35 (Apr. 15 ...

...their description in "Evaluating Reference Service from the Patron Point of View: Some Interim National **Survey** Results," in Katz and Fraley, Evaluation of Reference Services, p.175-82; also Bunge and...

...18. Many of the unobtrusive studies reported in the literature are cited in Durrance, "Reference **Success** ," p.36.

6/3,K/12 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05526778 SUPPLIER NUMBER: 11583199 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The 20th annual All-American Research Team. (leading brokerage-firm analysts) (includes related article) (Cover Story)**

Institutional Investor, v25, n11, p81(46)

Oct, 1991

DOCUMENT TYPE: Cover Story ISSN: 0020-3580 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 35591 LINE COUNT: 02882

TEXT:

...to reflect on how Wall Street has changed in two decades. When we inaugurated this **survey** , institutional stock commission rates averaged 25 to 30 cents a share. Personal computers hadn't...

... 6 last year.

Weighting the Results

In this table we show what happens when a **rating** of 4 is assigned to a first-teamer, 3 to a second-teamer, 2 to...

...2

How does Institutional Investor pick the All-America Research Team? First we send a **questionnaire** that covers about 80 industry groups and investment specialties to the director of research or...

...top institutions and to a sampling of portfolio managers.

Our reporters spend several months interviewing **survey** respondents to learn more about the analysts they've chosen; the rankings are not considered...

...and data services is now information technology/software and computer services.

The identities of the **survey** respondents and the institutions  
Who's the Best?

As part of the reporting process for...They also respect the flexibility Salem showed when, in mid-January, he upgraded his industry **rating** , as well as several stocks, from sell to hold. "That's bullish for George," says...joined Lehman in 1987 -- narrowed it in late January, giving only ten stocks a "1" **rating** and adding four of them to the firm's special portfolio. Thomas Brown's descent...in railroads, was his choice of Mapco, though some clients quibble that he downgraded his **rating** from "buy" to "moderately attractive" too soon. Price takes more criticism for his recommendation of...recession. They also like the way he selects stocks -- by betting on the gold-exploration **success** of a company. Last year Tumazos did fairly well with four of his half dozen...

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...Scott Smith. But the 37-year-old Sherlund, who secured the reins in 1989, was **successful**, so Smith remains No. 2. Sherlund's edge seems to be the detailed financial analysis...also too early in calling the hotel industry's bottom and had to lower his **rating** and estimates for Hilton Hotels Corp. But Doyle's caution on McDonald's Corp. was...

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...were the ones who kept their clients up-to-date, who at least modified their **rating** from positive to neutral and who preferred the relatively better performers. Repeat winner James Carroll...of Lehman Brothers, the second-team repeater, pleased investors in mid-October by raising his **rating** on CSX. The stock was then 26 1/2; eight months later it stood at 45 1/2. And Strauss was on board with at least an "attractive to buy" **rating** when Conrail hit its all-time high of 68. He earns good marks, too, for...analyst in the forefront for the fourth year in a row. Ruchlamer receives raves for **rating** eleven of her companies strong buys; all were outperformers. Special attention is paid to two...written work is singled out, particularly his "Cash Is Trash" piece in November and his **follow up** "Great Expectations" report in the spring, in which he gave a five-year view on...Kudlow, Bear, Stearns & Co. Donald Straszheim, Merrill Lynch

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#### The Best Fixed-Income Analysts

This is the second year...

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spotted, Cape Cod Hospital, has...

...banking. But the winning analysts at Mitchell, Hutchins & Co. at the time of the 1972 **survey** were most loyal. Steel expert Marcus, Roger Spencer (food), paper analyst Ross and Edward Schollmeyer...a consultant to the firm as well as publisher of The Spector Report Aluminum Industry **Survey** . In 1972 Alan Roth\* was a railroad analyst and partner at boutique Roth, Gerard, which...

...DESCRIPTORS: **Rating** ; ...

... **Rating**

?



Set	Items	Description
S1	5	(CUSTOMER OR CLIENT) (S) (COMPLAINT OR FEEDBACK OR OPINION)
		(S) (ACTION (N) PLAN) (S) (FOLLOW (N) UP)
S2	4	RD S1 (unique items)
?		

8/30/05  
KWC

T S2/3,K/ALL

**2/3,K/1 (Item 1 from file: 15)**

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02843622 784416661

**Coaching Leaders**

Goldsmith, Marshall

Executive Excellence v22n1 PP: 7-8 Jan 2005

ISSN: 8756-2308 JRNL CODE: EEX

WORD COUNT: 1356

...ABSTRACT: their leadership roles. 2. Involve the leaders being coached in determining key stakeholders. 3. Collect feedback . 4. Determine key behaviors for change. 5. Have the coaching client respond to key stakeholders. 6. Review what has been learned with clients and help them develop an action plan . 7. Develop an ongoing follow - up process. 8. Review results and start again.

**2/3,K/2 (Item 2 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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02483479 220014891

**Improving the payoff from 360-degree feedback**

Rogers, Evelyn; Rogers, Charles W; Metlay, William

HR. Human Resource Planning v25n3 PP: 44-54 2002

ISSN: 0199-8986 JRNL CODE: HRP

WORD COUNT: 5150

...TEXT: asked to rate the participants, compared to 22 percent of low-benefit companies. Involving the customer requires a follow - up action from the participant to provide feedback to the customer , "closing the loop," and spurring a team approach to the resulting action plan .

Rolling Down 360 Feedback

As 360 feedback gained popularity, and technological advantages made it easier...

**2/3,K/3 (Item 1 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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05358738 Supplier Number: 48150168 (USE FORMAT 7 FOR FULLTEXT)

**Electronic customer data management system**

Plouffe, P.; Provost, L.

Pulp & Paper Canada, p107

Dec, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1532

... Interventions: This section of the system meets several needs of an ISO 9002 quality system. Customer complaints are entered into this section. A person is made responsible for handling the complaint and an

action plan is developed and followed within the complaint file. The complaint can be reviewed for quality meetings using reports generated from the system. The final complaint follow - up and closure is also noted in the system. The system also tracks concerns or points noted generally during technical visits, so preventative action may be taken before a complaint occurs.

The third use of this section is as an automatic verification between the customer...

**2/3,K/4 (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

09123512 SUPPLIER NUMBER: 18886854 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**What matters most in advertising agency performance to clients.**

Doyle, Joseph R.

Medical Marketing & Media, v31, n10, p48(4)

Oct, 1996

ISSN: 0025-7354 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1779 LINE COUNT: 00149

... survey, we have conducted internal meetings to discuss the results and formulate a timetable and action plan for periodic surveys to measure progress.

Joseph Doyle is president/ceo of Baxter Gurian & Mazzei...

?